

**Complaint Tracking for CA (2/01/2005-2/28/2005). Total Customer Contacts: 31**

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/01/05	VCO reports agent didn't follow database instructions re: msg. agent dialed mailbox # instead of FD# for msg. agent didn't respond when VCO kept asking for response after being given GA agent didn't access FD # finally found it then dialed out without providing necessary info VCO reports Calif. agents need training they do not know how to process calls VCO is experienced Relay user & is upset with poor service (apologized for problem) Customer did not request contact.	02/24/05	Informed agent of reading customers notes and following instructions verbatim. Continuing to monitor agent and review call processing procedures.
02/01/05	Customer Complaint: Operator was lazy listener, said "Msg too fast". and relayed the outgoing message wrong, got name wrong, words wrong, and refused to relay entire msg. should have redialed to get it all. Checked it on amplified voice phone and msg. was not too fast or hard to understand. This is 1 reason Sprint lost the contract a few years ago. Also can't spell and grammar stinks. Customer Service response: Thanked her for letting us know, told her report would be sent. Customer requests follow up.	02/01/05	Spoke with agent. Agent stated that he had a supervisor with him and that the TTY users machine was garbling. Supervisor confirmed this.
02/01/05	Agent number identified as floor assistant requested during problem when agent didn't access FD#, etc. did not identify themselves when coming online & was rude in communicating with customer going on & on & on did not ask VCO user what problem occurred only stated what they thought happened & then stated they would transfer to customer service did not act in professional manner as floor assistant & rude to customer (apologized for problem encountered) Customer did not request contact	02/21/05	Unable to identify agent. ID number is out of range. The CA number identified by the caller is not currently assigned to any employee the customer does not want follow up therefore further investigation is not possible. Customer received an apology for problem encountered. The training department has been alerted and will watch for trends in quality of service.
02/02/05	Kevin, a California speech to speech customer called to say that for 45 min he could not get the CA S2S operator to answer. He kept getting a recording of "testing 1 2 3". He would like for the acct manager to get in contact with him (he did not leave his phone nbr.. - said the acct manager knew him) to let him know what is going on with the CA speech to speech operators.	02/02/05	Apologized to customer, emailed explaining outage on Feb 2nd. Customer will contact if further questions. Apologized for inconvenience. Not aware of any issues that would cause this. Passed along to Center Mgr.

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02/02/05	CA VCO user requested supervisor, complains agents still do not follow her notes. Customer frustrated at having to verbally instruct agents. Supervisor assisted, explained agents are trained to read notes, to follow customer requests. Suggested she may ask agent to verify they read notes before placing calls to be sure they understand. Faxed complaint to call center. Customer does want contact from account manager.	03/01/05	Agent coached. Agent stated incident as an oversight realized mistake after the fact. Agent is aware that she should read notes and this was just an oversight. Agent stated she apologized to the customer but the customer was still upset and requested supervisor assistance.
02/04/05	A California VCO customer called to complain that agent 4543F did not read her notes and follow her instructions. Customer Service rep apologized and gave her the account manager's phone number who she will call.	02/04/05	Coached agent on VCO procedures and explained the importance of checking database notes.
02/04/05	Customer states that agent did not announce to her the name of the business that she was calling to when she had specifically asked for it. Also said that the agent did not announce relay when again she had requested it. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested.	02/09/05	Coached agent on call procedures. Made sure that agent does announce relay at beginning of every call unless told otherwise.
02/04/05	A California VCO customer called to say that the service in the Sprint CA relay center is very poor and the agents need more training. She said she had an operator that it took 5 times to finally get the correct nbr.. (and using Frequently Dialed database) and then the agent did not type out the answer machine recording. RCS: Apologized for the handling of the call and offered the Acct Mgr name and nbr.. but customer refused saying "What good does that do?". No Contact requested.	02/04/05	Forwarded to the CA center. Center is planning ongoing VCO refresher training for all agents. Agent coached.
02/04/05	Customer states that this agent didn't transfer her to customer svc but instead told her that she would have to call back to get customer service. Then she disconnected the call. Also said she was not able to do what she wanted to when retrieving her messages RCS response: Thanked her for letting us know and assured that the complaint would be sent in as stated No call back requested	04/18/05	Supervisor spoke with agent. Agent said she received a message stating 'Transfer Error' which usually means all agents at CS are busy. Coached agent on proper procedure for retrieving messages; agent now has an understanding of how to process call.
02/08/05	A SRO Customer called to say that the agent hesitated and asked me to repeat several times and then said could you hold like she was having trouble typing or spelling then she say and who are you? I said "Wait I have not said 'ga'". Agent made the call very awkward. RCS: Apologized for the handling of the call No Contact requested	02/08/05	Talked to agent about call procedures. She didn't remember this particular call. Apologized to customer. Agent coached.

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02/08/05	A voice customer called to say that the agent was rude, laughing with co-workers and putting her on hold for long periods of time. She kept having to ask if she was still connected, and the agent still did not take her call seriously. Apologized to customer. Offered follow-up contact. No follow-up requested.	02/08/05	Discussed with agent who remembered an incident where the people behind him was laughing, although claims he turned around and paid attention to the call. Agent was coached on the importance of proper procedures and coached on staying focused on his call and to handle all things in a professional manner.
02/10/05	VCO customer reports agent did not keep her informed agent did not type (person hung up) or (your message left) and disconnected VCO (supervisor assisted on this call with VCO customer apologized to customer for problem encountered advised complaint would be forwarded to management) Customer did not request contact	02/24/05	Coached agent on the importance of typing verbatim and keeping customers informed to assist the customer with the environment of the call in order to convey the emotions and intent of the caller. Reminded agent to include background noises as they are important in assisting the customers with calls being realistic as possible.
02/10/05	Caller placed a call with this operator and during the call the caller received a phone number he planned to call when this call was over, but the agent disconnected the caller when the outbound disconnected. Caller states the last 6 operators also did that to him and they were all Sprint operators. Apologized to the customer. No follow-up requested.	02/10/05	Referred complaint to Team Leader for agent coaching. Agent coached on proper procedures continuing to monitor and update agent on proper call closure procedures. Agent misunderstood call closing to be directed toward agent.
02/15/05	A VCO customer called to complain that the agent did not follow customer database notes. The notes clearly stated that the agent was to let the customer leave a message the first time but the agent did not follow them. The agent said, "I'm sorry, I forgot" and redialed without customer permission. When customer asked for an explanation, the agent transferred her to customer service without her permission. Apologized to customer for inconvenience. No follow-up requested.	02/15/05	Sent to agent's Team Leader for review, follow up. Agent coached on proper procedures.
02/16/05	VCO customer instructed agent not to explain Relay told agent twice before providing phone number agent dialed out and explained relay sending the explaining Relay macro customer reports this is a ongoing problem with CA agents (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer did not request contact	03/04/05	Referred to Team Leader for review, coaching and follow up. Agent targeted for refresher training reviewed VCO call processing procedures and importance of following customer instructions.

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02/16/05	Customer cannot clearly read the message left on her tty answering machine due to typographic errors. The customer explained that she regularly receives messages from Relay. The recent message is unacceptable. She faxed a copy of her printer paper to Customer Service, and the message has xxx's and misspelled words. The message was left at 12:45 PM on 2/16/05. The customer requested that the carelessness of the agent be discussed. A copy of the tape has been faxed to the Lemoore POC. No follow up requested.	02/16/05	Complaint forwarded to Team Leader for follow up with agent. Appears that there was some garbling from TTY machine not entirely agents fault. Agent stated message was clear on her end. Appears to be a garbling issue on TTY users machine.
02/16/05	Mr. Francis has cerebral palsy & has trouble typing. He is upset because Sprint, MCI and Nordia operators always ask him to repeat because the message is garbled. (constantly).	02/16/05	Agent did misspell a lot of words however if an agent stays focused it can be read. Informed him that we have refresher training planned soon and will cover being patience and focusing on calls.
02/17/05	Customer said that calls were not processed according to instructions for 2 line VCO. when asked ca did not respond nor did not speak to the call the customer note indicated to call customer on the second line immediately customer feels agents are not ready to be on the phones and typing speed is not acceptable.	02/17/05	Documented this incident and attempted to offer to put instructions in customer's notes. Apologized for inconvenience.
02/17/05	Customer says that ever since he signed up for 711 with Sprint, each time he dials 711 he reaches AZ Relay instead of CA Relay. He is dialing from a cell phone 805-216-0392 to 711 trying to reach 805-659-0909, TTY. TT IOO2381751. Apologized. Follow-up requested, Re-assigned technical complaint to AM (not the center).	02/17/05	CA call center agent number range is 4500 thru 4999 AZ range is 4000 through 4499 referred to account manager for possible technical issue resolution. Spoke to customer and explained that 711 through his cell phone is issue for his LEC. He will follow up with the LEC.
02/17/05	VCO customer trying to call through CA Spanish relay is being casually billed thru Sprint on international calls at very high rate. She only wants Sprint on in state and state to state calls for free long distance. It clearly states in call notes to put all international calls thru Verizon. Calls were still billed thru Sprint. Could be agent error or translation problem within the system. RCS cannot simulate international calls. RCS response: Apologized for the problem - will turn bill into credit department to get pro-rated and credit to Verizon account will turn in trouble ticket (#I002381801) Customer's husband did request call back.	04/20/05	Site tech checked and said notes populate when call drops into center. Verified Verizon is listed as COC for Intl. calls. Trainer called customer back and suggested the notes about Verizon be moved to the first position so agent sees that first, which customer said was okay to do. Customer had already been credited for charges and was satisfied with outcome.

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02/19/05	CA VCO customer said agent 8814 did not follow her customer notes. Customer wants to leave a MSG the first time. Customer asked Agent if she read her notes, Agent then proceeded to redial with out answering the customers question. Customer then told the agent that the agent should not redial with out asking the customer if she wanted to redial. The Agent told the customer they are not suppose to ask the customer if they want to redial. I apologized to the customer. Customer does not want a follow up but does want this agent to be coached on proper call procedures.	02/24/05	Agent was coached on procedure about following customer notes and to address customer questions. CA understands the procedure was not followed on this call and how to do the procedure correctly in the future.
02/21/05	Customer stated that CA was rude would not type background noises, spelling errors, did not take time with the inbound caller. Agent was working the Spanish relay and customer requests that the agent be removed or have more training. Wants letter from relay.	03/01/05	Agent was coached regarding the issue and is receiving additional support in the Spanish Queue. Agent admits there were possible spelling errors made suggestions to the agent and am working with the agent to improve spelling.
02/22/05	A CA Voice customer called very angry that the agent couldn't or wouldn't speak loud and clear and he is having problems with several agents not speaking clearly and loudly enough to be able to have a good conversation with the deaf person. RCS: Apologized for the handling of the call. No Contact requested	02/22/05	Talked to CA regarding this occurrence CA was not aware of it. Agent coached to make sure they are aware and comfortable with taking certain relay calls.
02/22/05	Agent was rude. Would not type background noises, spelling errors, did not take time with inbound caller. Disconnected call. Requested that agent be removed or have more training.	02/22/05	Agent did not remember specific call details but does not remember being rude to any customer. Coached agent on call procedures. Refresher training also requested.
02/24/05	Customer getting messages that LD carrier has been disconnected and called on 2/22 filed a trouble ticket with customer service. Customer service referred them to speak to supervisor. Supervisor noted phone number routed from a regular paid phone customer stated they are calling from a cell phone and need to get results immediately.	03/01/05	Forwarded trouble ticket to the technical department for follow up in addition to following up with the customer letting them know we are working on this issue. Technician followed up with customer
02/24/05	Caller says that ever since he signed up for 711 with Sprint, each time he dials 711 he reaches AZ Relay instead of CA Relay. He is dialing from a cell phone to 711 trying to reach the house phone. TT I002381751. Apologized. Follow-up requested. TT requires follow up from CA Account Manager.	02/24/05	Account Manager called customer and explained that it seems it is a LEC issue. Account Manager gave customer the correct voice CRS number to give to his cell phone company to "associate" it with the 711 number. Apologized for inconvenience.

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02/24/05	Hearing customer is saying all of the California Agents need more training. She also stated they don't need to announce their Agent numbers (takes too long). Customer states that the agents can not dial the number right the first time. I apologized to the customer. Customer would like a return call from the account manager today if possible if not then tomorrow morning.	02/24/05	Called and left message on customers answering machine. Apologized for any inconvenience asked for call back if follow up needed.
02/27/05	Customer called to complain that while even though "the staff is very polite and patient" the Speech to Speech service is "a pain to use." He said the process was "too slow." Apologized to customer for inconvenience. Follow-up by account manager requested.	02/27/05	Emailed to customer asking if there were any new complaints or issues. Asked for feedback on the service and apologized for past inconvenience.
02/28/05	A TTY customer called to complain that the agent did not keep her informed when she left the call. She said the agent typed, "one moment please," and after a long time the typing began again. When she asked the new agent if the call had been taken over, the agent sent the "continuing your call" macro. Apologized to customer for inconvenience. No follow-up requested.	02/28/05	Cautioned agent regarding correct procedures for logging in and out and keeping customer informed. Agent is aware of procedures and will keep in mind when changing agents. Agent apologizes for not letting tty user know required shift change.
02/28/05	A TTY customer called to complain that when the agent took over her call, she had to ask if the call was being taken over before he finally typed the "continuing your call" macro to let her know an agent change had taken place. Apologized to customer. No follow-up requested.	02/28/05	Agent coached on the importance of keeping the customers informed when there is a delay in the response. Refresher training in place for proper call take over and agent changing on different call types.
02/28/05	Customer states the CA said "I know you can hear me" to this VCO user from a prison and would not put his call through. Customer also requested a supervisor and the CA did not get one causing the customer to call back and request a supervisor. Customer states he spoke with 2 supervisors and they made excuses for this CA. Customer requests that state, yes he is in a prison but is a legitimate user and should not be faulted for others who abuse the service. RCS apologized to the customer and ensured this CA would be corrected on call procedures. No follow up requested.	02/28/05	Referred to Team Leader for review and coaching awaiting response. Agent received coaching and informed of the seriousness of processing relay calls according to procedures. Agent reprimanded and put on corrective action pending further investigation.